



Bringing Style & Efficiency to Home Comfort.

Priority Maintenance Program

Cool Runnings HVAC highly recommends the maintenance is performed two times a year. Once on the cooling system of the home and once on the heating system of the home. This will keep both systems running at optimum performance during the appropriate seasons. Below please see that you are able to customize by checking either both or one of the areas.

1. Cool Runnings HVAC LLC will perform one Priority Maintenance call on _____ cooling system and/or one Priority Maintenance call on _____ heating system.
2. By becoming a member of the Priority Maintenance Program you will be charged a special discounted rate of \$85.00 per hour while our certified technician performs the inspection of all of the listed above systems in your home.
3. A discounted rate of 10% off retail parts will be applied to all invoices.
4. Our certified technicians begin the time of the Priority Maintenance Call while leaving their last call. This is Port to Port Billing. Cool Runnings makes every effort to set appointments as geographically close together, minimizing the billing hours to the homeowner.
5. All Priority Maintenance calls are a minimum of one hour.
6. As a Priority Maintenance member you are guaranteed 24 hour service, 7 days a week. With priority to all calls that may come in that are not entered into our Priority Maintenance Program. Service required after normal business hours is billed time and a half. All major Holidays are billed as double time.
7. This Contract will be treated as an automated annual contract unless otherwise notified in writing by an authorized party.

Cool Runnings HVAC LLC is built on quality workmanship, community relationships, and integrity. Our mission is to provide the very best in customer service with each and every call that we receive and go on throughout the day. If for any reason you do not feel that your needs were meant during a Priority Maintenance call, we urge you to call our office at 443-736-4028, and we will make every effort possible to rectify this complaint as soon as possible.

Client Information

Please Print

Name: _____ Date: _____

Address: _____

Phone: _____ Home: _____ Cell: _____

Email: _____

X

Valued Client

X

Cool Runnings HVAC LLC